

More on the international speakers

At this point, you probably figured out that the people named on the back of this edition of Point Of Reference really don't exist, and is part of an April Fool's joke. Take a second look at the date inside the return address! I hope you all have a happy spring, and the Reference Section looks forward to seeing you down at the NJLA conference at the Ocean Place Hilton Resort [Long Branch, NJ] from April 29 through May 1.

Andrea Kenyon speaks at NJLA Conference

Finding quality health information sources is not easy.

Andrea Kenyon, from the College of Physicians [Philadelphia, Pennsylvania], will be presenting recommended print sources in the field of the health sciences. Her presentation will start at 2:00 pm and run until 2:50 pm on Wednesday [April 29,1998] afternoon.

Resources for alternative medicine will also be enumerated during this session.

At our March meeting...

All of the members at our March 1998 Reference Section meeting discussed how some of the libraries in different parts of the state are coping with technological change. One library [anonymously represented here] was discussed.

It is a member of a multi-library network which [at one time] had only Internet access through its Lynx (text-only) browser.

The current (and on-going) replacement of the "dumb terminals" to personal computers in this library has already changed how OPACs are used in this library. These new workstations will be referred to as PC/OPACs throughout this article, to distinguish them from the co-existing "dumb terminal" OPACs.

Some of the public took readily to the new graphical interface for Internet use. The new interface displayed the best and worst of their diverse, individual needs.

Those needs included using "chat groups" for hours, e-mailing of lengthy messages, and accessing websites that included graphics of naked and partially dressed females of various ages. Please note that, at that time, the new PC/OPACs had screen savers. When the screen saver would cover up the last unclosed session, a new user would come by to use the workstation (moving the mouse or pressing a key), and would get an eyeful of the last session.

Some patrons were distressed by seeing this material on the new PC/OPACs, and being able to get to them in a timely fashion was also a problem.

It wasn't unusual that a new patron in this library would come in during midday hours, and couldn't find a computer to do graphically-oriented library research (like an electronic periodical index search), while the new patrons monopolized the PC/OPAC's for their own interests.

The less hard-hearted regulars would sometimes look around, and let an onlooking patron use the PC/OPAC's for a while. Others, being more selfish, had to be asked by a staff person to leave the workstation for some time.

The patrons made their feelings known to the library staff. Something clearly had to be done.

The staff, the director and the library board discussed the issues with the library's attorney, and a policy was drawn up -- patrons could only use any OPAC station for a maximum of twenty minutes when people were waiting for the use of a workstation. This was posted everywhere around the library wherever there was a PC/OPAC.

Further research was done (accounting how long a single user used a workstation), and discussions ensued, and an additional policy was also drawn up -- every OPAC (regardless whether it was a PC or a dumb terminal) is now marked with signs forbidding the use of e-mail or "chatgroups" throughout the library.

At the time of this writing, time spent on a OPAC workstation and the material being accessed at this library has changed significantly.

Suggestions for future programs ?

The members of the Reference Section discussed the above topic because we think this may be a topic worthy of an upcoming workshop. What do you think ? We'd like you feedback ! Send any comments about this topic (in care of this publication, see the editor's information on the back) or any other ideas you think would be appropriate for a morning or half day program

One idea being tossed around is a "reference core collection" seminar, considering what is now available electronically. Don't be shy; share your ideas with us!

Interested in the Reference Section...

...but never know when they meet ? Well, the Reference Section has decided to make a short term calendar (see below) for the next few months for our upcoming meetings so that interested individuals can mark their calendars. The meeting times are:

May 20, 1998	Roxbury Library
July 15, 1998	Location to be Posted Soon
September 16, 1998	Location to be Posted Soon

If these meetings times change (which they do occasionally), all updates will be posted on NJLA's webpage [<http://www.burlco.lib.nj.us/NJLA/>] in the not too distant future. So, before attending any of these meetings, do check the web page if you can, or contact me, the editor of this publication (see block of Reference Section Officers [next page] for contact information).

In the not too distant future [but not right now], back copies of the Point of Reference will also appear on the same site.

In this issue...

More Information about International Speakers
Andrea Kenyon Speaks at NJLA 4/98 Conference
Issues brought up at the March meeting
Suggestions for future programs ?
Meeting times of the NJLA Reference Section

Reference Section Officers

Jan Perrier - President
Stephen Brunskill - Vice President / President Elect
John Sitnik- Past President
Leslie Murtha - Secretary

Members at Large

Ann Oster
Henriann Robins
Catherine Sullivan
Roberta Tipton

Stephen Brunskill, Point Of Reference Editor

work (973) 538-6161
fax (973) 267-4064
email BRUNSKILL@MAIN.MORRIS.ORG

Questions ? Write To:
Point of Reference
c/o The Joint Free Public Library of
Morristown and Morris Township
1 Miller Road
Morristown, NJ 07960

Important ! All Point of Reference Readers

There are some important people in the library profession coming from other countries to New Jersey soon to speak about issues in librarianship (more details inside). Some names include:

Dr. I. Siu-Kumin, Reference librarian and karate master [Wah Ning University, South Korea].

TOPIC: Handling dangerous patrons.

Miss Inga Linck, German born researcher, from Dotidiu University [Romania].

TOPIC: Finding untracable topics on the Internet .

Dr. Paige Torne, Technical Services manager / reference librarian [Loos Coher County Library, Ireland].

TOPIC: Identifying the original sources from patrons uncited, photocopied material.

Nick O'Tyme, Librarian and Time Management Consultant [Library of Quickstop, New Zealand].

TOPIC: 30second reference interviews for impatient patrons.

Lisa Viddio, Music Reference Librarian [Ayyee Public Library, North West Territories, Canada].

TOPIC: "What do you mean CD's are obsolete ?!"

Juno Wateimeen and Claire Voyant, Reference Librarians [City of Sylens Library, Iceland]

TOPIC: Subliminal reference techniques with the noncommunicative.

Point of Reference

The Newsletter of the Reference Section

April 1, 1998 Spring edition

New Jersey Library Association
4 West Lafayette Street
Trenton, NJ 08608